



MileagePlus # XXXXX142

Carrie, please call us today.

We temporarily suspended your account to prevent unauthorized access

We recently learned that an unauthorized party attempted to access your MileagePlus® account with usernames and passwords obtained from a third-party source. These usernames and passwords were not obtained as a result of a United® data breach, and United was not the only company where attempts were made.

Since approximately December 9, 2014, the unauthorized party attempted to access MileagePlus accounts with these usernames and passwords, since many people use the same username and password for multiple accounts and websites. The unauthorized party was able to confirm that the information matched your MileagePlus account log in. They were able to obtain your MileagePlus number, account balance and Premier status, but there is no indication that any other information was obtained. However, there is a possibility that other details in your account profile could be viewed, such as mailing address. Please note that if your profile includes a credit card number, all but the last four digits are masked.

The security of your data is of the utmost importance to us, and we have several safeguards in place to protect your information.

- As a precautionary measure and in order to protect your MileagePlus account, we have temporarily suspended access to it.
- Please call the MileagePlus Service Center at 800-421-4655. A MileagePlus agent will work with you to change your password, username, PIN, and security questions.
- The agent will also review your account profile with you to ensure everything is accurate.

To help us further protect your account going forward, we strongly recommend the following:

- Avoid using the same username or email address and password that you use on other accounts.
- Ensure your PIN/password is not easy to guess and that you periodically change it.
- Regularly review all of your profile information and any other information to ensure that it is accurate.

We appreciate your attention and thank you for being a MileagePlus member.